

**SPOK**  
**Care Connect Suite CTI Client**  
**certified with OmniPCX Enterprise™**



Designed to improve call handling at the operator’s console, Spok Care Connect Suite provides operators with single keystroke access to critical client and personnel information housed in the comprehensive database. Operators can expedite incoming calls as well as process and log overhead pages, messages, and on-call schedules more quickly and with greater accuracy. Because the operator's phone is controlled using computer telephony integration (CTI), telephone functionality is initiated from the keyboard which reduces time and errors on every call. Reducing your operators’ time on each call by even a few seconds can translate to major cost savings, while increasing call transfer accuracy is certain to improve customer satisfaction.

**Integration Overview:**

Spok integrates via OmniPCX Enterprise CSTA layer to control Alcatel endpoints via the Spok Care Connect Suite CTI Client.

**Integration Details:**

The monitoring of phone is supported, and also the following CSTA services : make\_call, consultation\_call, answer\_call, hold call, blind transfer, supervised transfer, conference, send DTMF, park and unpark call. The call center services are also supported: Logon, logout, set\_feature available, set feature unavailable.

**Technical Details:**

Environment	
Partner	ALE
<ul style="list-style-type: none"> <li>CTI Client v7.6</li> </ul>	<ul style="list-style-type: none"> <li>OmniPCX EnterpriseR100.1™</li> </ul>
Supported APIs/Protocols	
<ul style="list-style-type: none"> <li>CSTA</li> </ul>	

**Company Overview:**

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok® solutions. Spok is making care collaboration easier.

For technical support, contact:  
Tel: **(800)420-9705**.

SPOK  
10400 Yellow Circle Drive Eden  
Prairie, MN 55343

[www.spok.com](http://www.spok.com)



**CAUTION:** This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

The Alcatel-Lucent name and logo are trademarks of Nokia used under license by ALE. To view other trademarks used by affiliated companies of ALE Holding, visit: [www.al-enterprise.com/en/legal/trademarks-copyright](http://www.al-enterprise.com/en/legal/trademarks-copyright). All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Neither ALE Holding nor any of its affiliates assumes any responsibility for inaccuracies contained herein. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Copyright © 2023 ALE International. All rights reserved